



Our Reference: SRQ-100-A

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Raphael M. Segler
Serial Number: 09/870,364
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Examiner/Art Group Unit: Unknown/2167
Title: NON-PAY CUSTOMER RETENTION
METHOD

PRELIMINARY AMENDMENT

Assistant Commissioner of Patents
Washington, D.C. 20231

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Technology Center 2100

Sir:

Prior to examination, please enter this Preliminary Amendment in the above-identified case.

In the claims:

1. A method for retaining a customer of a service provider, comprising the steps of:
receiving information from the service provider regarding the customer;
performing a first visit to a customer location;
providing a warning to the customer at a time of the first visit; and
performing a second visit to the customer location.
2. The method of claim 1 wherein the step of providing a warning comprises the step of placing the warning proximate to an entrance of the location, the warning including indicia warning of a disconnection from the service provider at the second visit.